

In today's competitive world outsourcing has emerged as a necessary part of business strategy. The advantages are obvious: access to speedier innovation, improved efficiencies, cheaper labor, scale and scope economies, and flexible capacity, but the industry lacks experience in procuring services, managing the engagement, implementing processes, measuring and controlling the process and the outcome. Kelsar ORM (Outsourcing Relationship Management) is an easy to use, distributed outsourcing management tool backed by our services.



Starting with providing access to the best-suited, qualified service providers, we help you to select the right subcontractor, define the engagement (contract), and outline the process that is ideal for the project at hand. Our web-centric, secure global access work environment helps you to monitor the full process to ensure prompt and good quality deliverables. The traceability matrix, collaborative tools, metrics measurement, reports and "health" indicators give you an overview of the project status at a glance. Issues can be easily escalated, and you can access all parts of the project at all times from any browser. Several channels of communication are provided for interaction with your service provider.

The following benefits bring out the usefulness of **ORM**:

#### **1. Skill and performance based search for qualified service providers**

Companies wanting to outsource face their biggest challenge in identifying the right service providers. Kelsar provides access to highly qualified and diverse service providers who have excellent references. We have worked with them and have inspected their facilities and assure you of high quality services. We help you to qualify and evaluate each service provider using our tools and expertise.

#### **2. Competitive pricing through project bidding and easy entry to outsourcing**

What is a good price to pay for services? ORM makes use of our portal to start with a preliminary project to invite interest from several companies. This allows you to evaluate offers from various service providers, and helps you position your expectations in perspective.

#### **3. Distribution and control of work allocated to selected service providers in multiple locations**

Managing an outsourced engagement can be daunting even for experienced project managers. For large projects with multiple groups working on different sub-projects, ORM provides a dashboard to view work-in-progress, allocate tasks to different teams and provide visibility and collaboration between them. This saves you time and simplifies project management.

#### **4. Visibility and control over the entire project life**

The project life-cycle typically requires planning, execution and control. The planning and control during project execution are the responsibility of the outsourcing manager. A complete visibility tool – The traceability matrix – allows the manager to identify bottlenecks, re-allocate resources, re-evaluate timelines, measure performance and manage quality.

## 5. Process framework to integrate outside contractors, subsidiary offices, partners and vendors

Medium sized companies are concerned about a clash of cultures when working with an outside contractor. Also, increasingly, companies have to deal with off-site resources that act as dispersed teams, each providing input to the project at hand. Exposing your processes online through ORM is the best way to ensure process compliance and prevent maverick behaviour.

## 6. Process maturity and assurance through inbuilt quality plug-ins

Quality of services and product has been identified as the highest risk factor in an outsourcing engagement. Companies have to learn to leverage the world-class expertise in QA of their service providers to improve product and service quality. This task is made easy using inbuilt modules in ORM for enforcing quality.

## 7. Easy collaboration, reduced communication costs, and full documentation

Collaboration is the cornerstone for a successful project outsourcing engagement. This includes access to information, exchanging and storing information, enforcing approvals, conducting reviews and meetings online using secure communication tools, and establishing a community knowledge base. ORM provides a highly integrated and easy-to-use platform with secure configuration management (file check-in/check-out), automatic alerts that ensures full documentation of work done.

## 8. Reusable templates

Routine paperwork and duplication of tasks is a waste of your valuable time. With **ORM**, you can eliminate extra work and streamline your effort. Projects artefacts can be re-used for increased efficiency.

## 9. Process Controller

**ORM** can be integrated with your existing project management applications. We are doing research to identify bottlenecks in your project and provide time, cost and quality estimates. The process support is an intelligent feature that uses knowledge base systems to provide decision support and checklist monitoring for project management.

Please visit our website at [www.kelsar.com](http://www.kelsar.com) to view our products on e-procurement, product support, and team management

